Accounts Payable Invoice Processing
Managing PO Exceptions

Note: The application is most effective in the latest version of Mozilla for Windows users and the latest version of Safari for Mac uses. In each browser, pop up blockers most be turned off.

Purpose

The purpose of this document is to guide buyers through the steps to take action on managing PO Exceptions

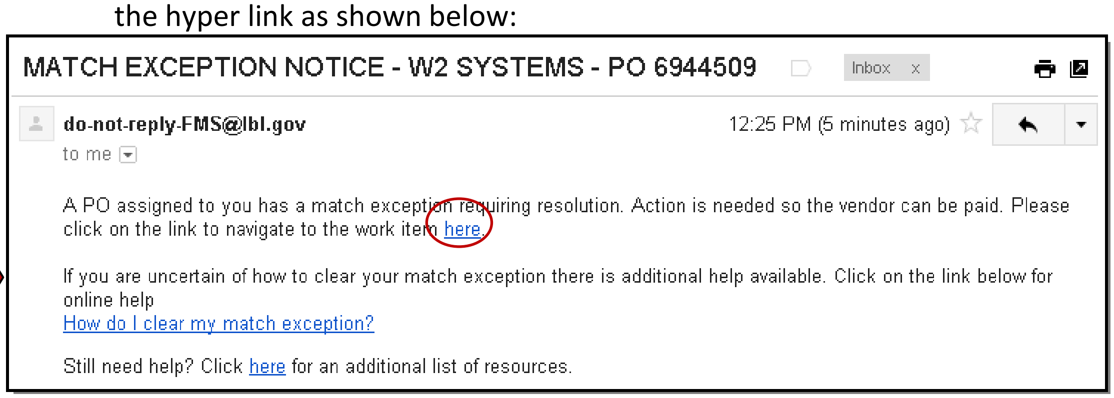
Quick Reference

1. Match Exception
2. AP Data Issue
3. Arra Missing Addendum
4. FX Exceeds the PO Amount
5. PO is not Dispatched
6. Travel Prohibited

Match Exception

Invoices are routed as a Match Exception when the three way match process has failed. The invoice has an invalid status and the vendor is not paid.

1. Upon receiving the initial notification of a Match Exception, open the email and click on the hyper link as shown below:



MATCH EXCEPTION NOTICE - W2 SYSTEMS - PO 6944509 Inbox x

do-not-reply-FMS@lbl.gov 12:25 PM (5 minutes ago)
to me

A PO assigned to you has a match exception requiring resolution. Action is needed so the vendor can be paid. Please click on the link to navigate to the work item here.

If you are uncertain of how to clear your match exception there is additional help available. Click on the link below for online help
How do I clear my match exception?

Still need help? Click here for an additional list of resources.

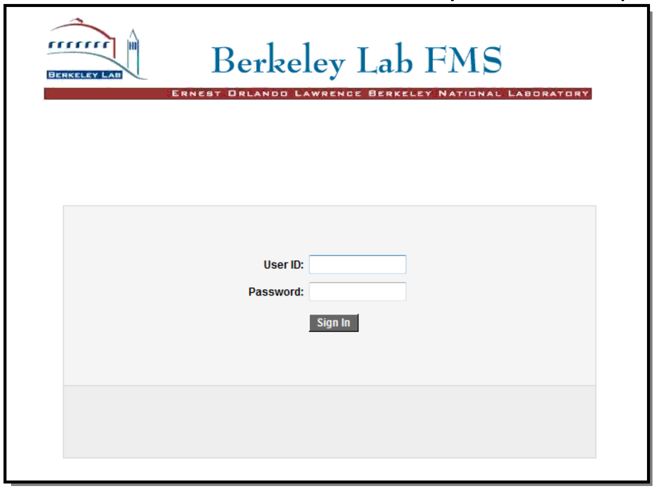
2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
Displays: • The error for the match exception	Allows: • View of the invoice image • Routing to the AP Team via the AP To Fix action • Acknowledgement that the Match exception has been corrected

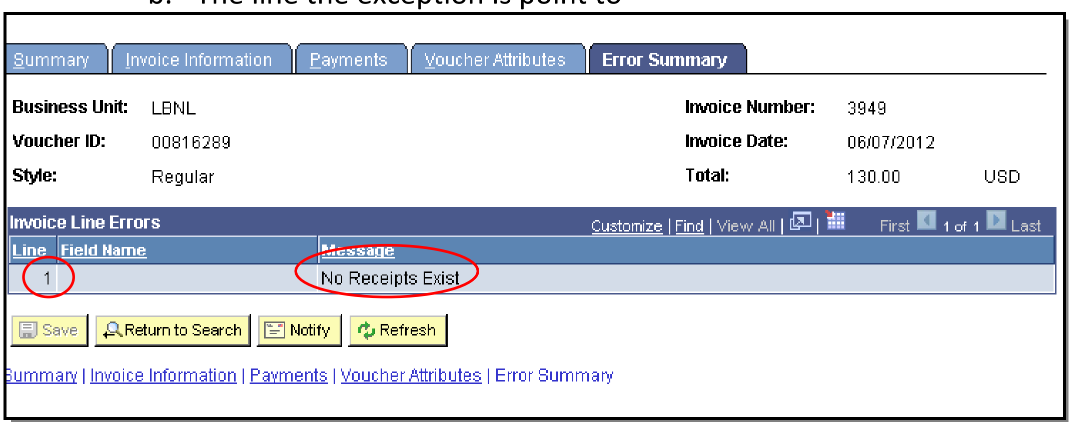
	• Rejection of the invoice • The item to remain in researching to gain additional information

FMS Screen

1. Populate the screen with your LDAP user name and password.
    a. The "Error Summary" screen is opened after signing on.



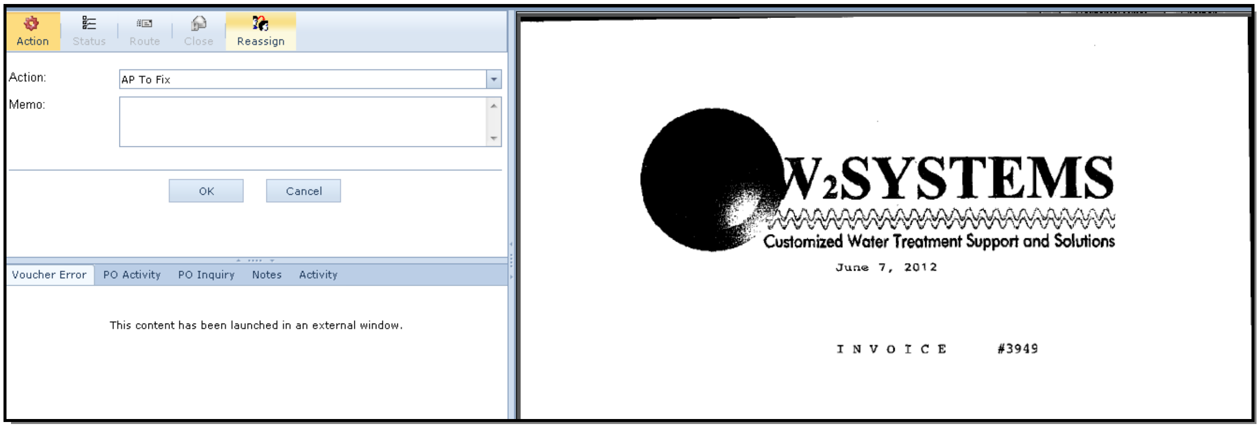
2. The FMS screen is presented showing:
    a. The error for the match exception
    b. The line the exception is point to



3. After your review:
    a. Close the screen
    b. Take the appropriate applicable action to clear the exception.

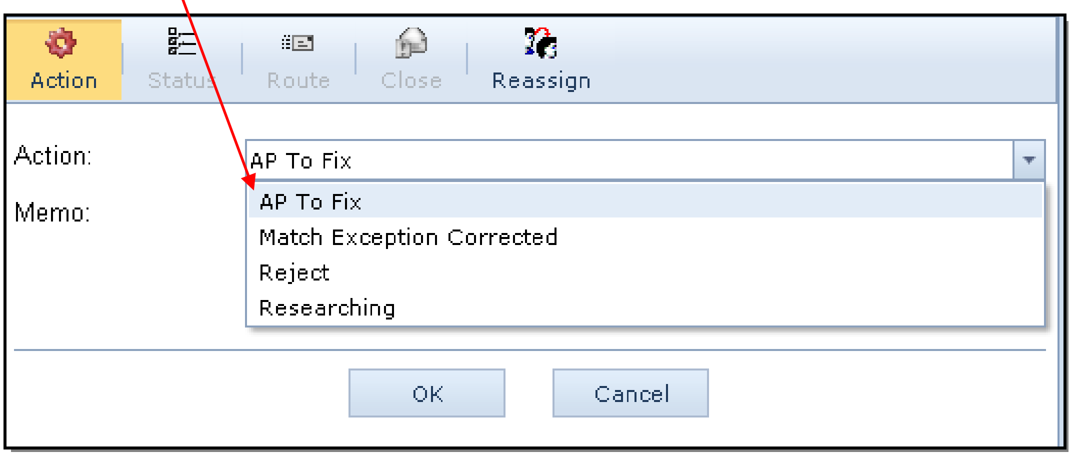
The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

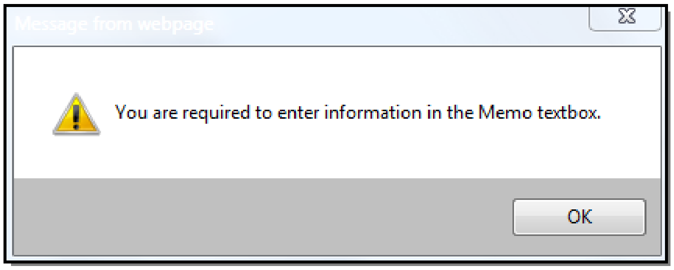


2. The available actions are:

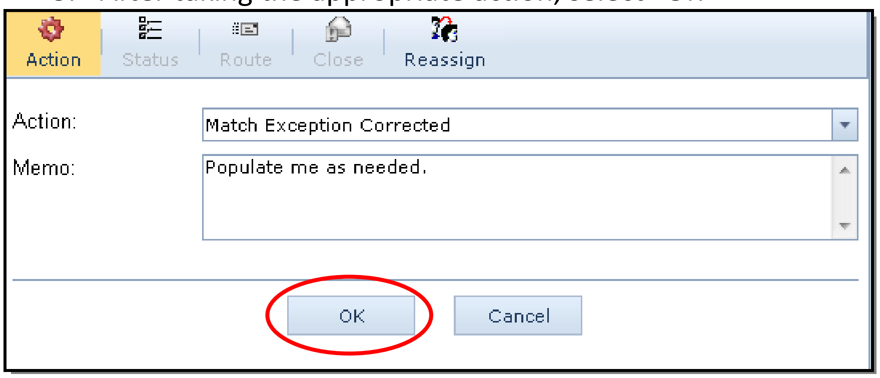
Action	Description
AP to Fix	Routes to A/P to rematch the lines appropriately.
Match Exception Corrected	Completes the invoice out of the buyer work queue and routes to through to the matching process. If the matching process fails again, the item will be returned back to the buyer to appropriately fix the matching problem.
Reject	Decline payment. This should only be used if the vendor is not to be paid for the services or goods render. This routes the invoice back to the accounts payable team to take a follow up action.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the certifiers buyers queue.



Note: Taking any action other than Match Exception Corrected requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



3. After taking the appropriate action, select "OK"

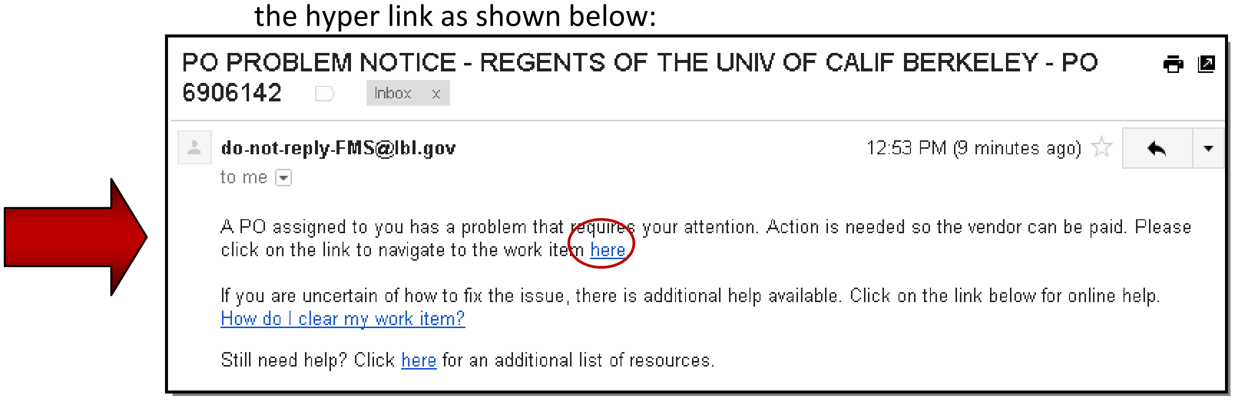


4. You have completed the invoice and are returned back to the invoice notification.

AP Data Issue

Invoices are routed with an AP Data Issue when the information on the PO is not corresponding to the information presented on the vendor invoice, ie vendor name.

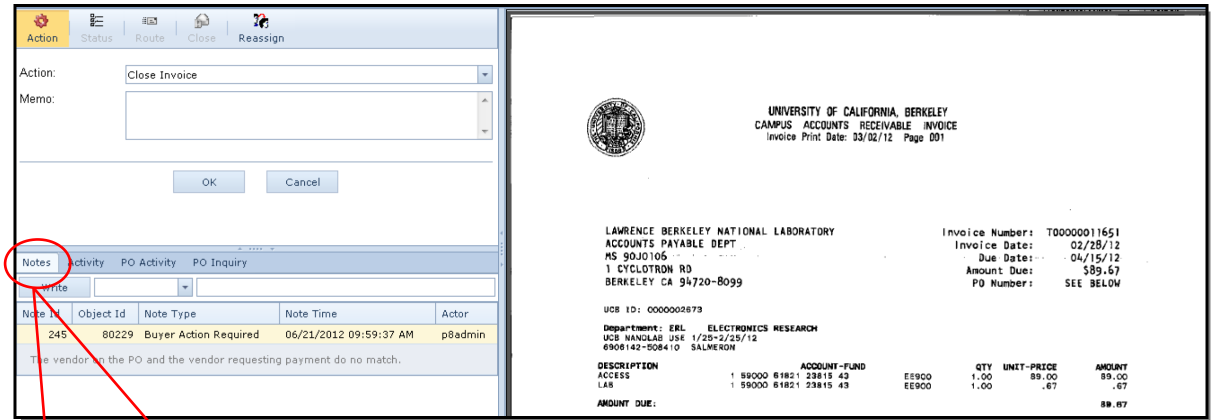
1. Upon receiving the initial notification of a Match Exception, open the email and click on the hyper link as shown below:



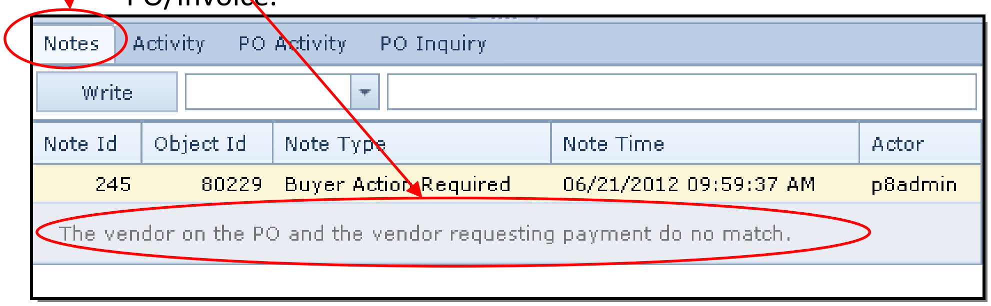
2. The hyperlink will launch the workflow screen.

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

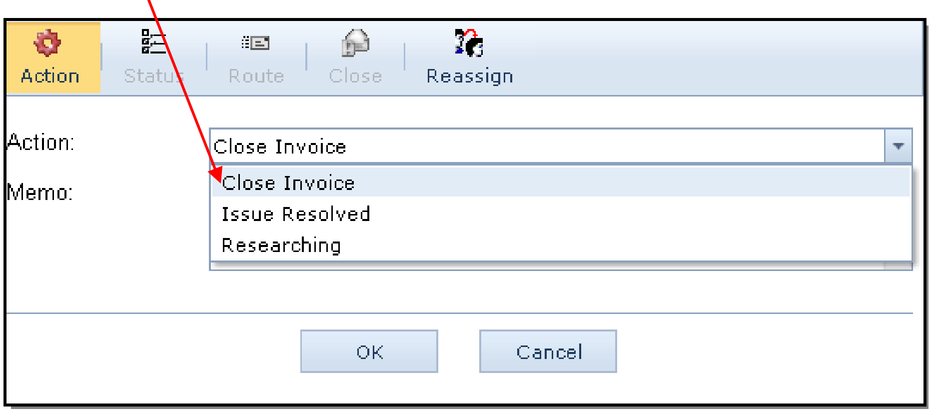


2. Take note of the area where the AP Team has communicated what the issue is with the PO/Invoice.

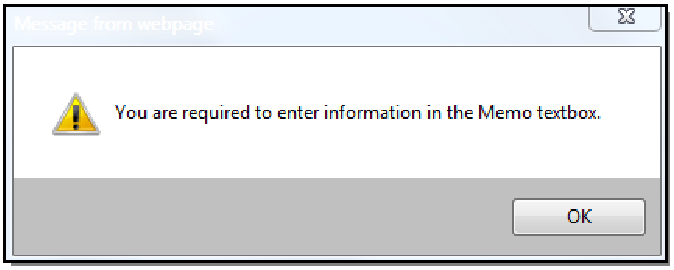


3. The available actions are:

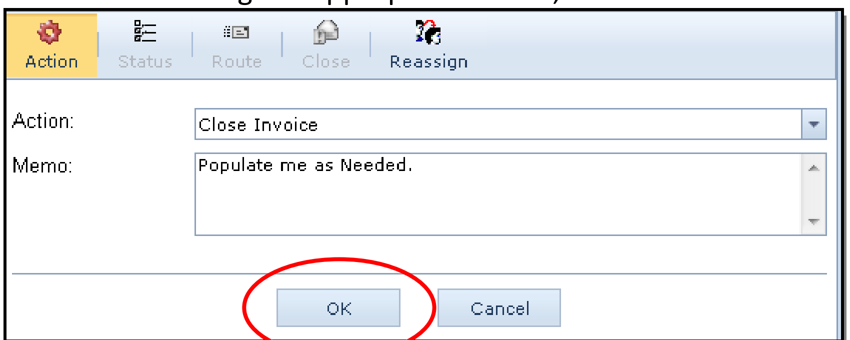
Action	Description
Close Invoice	Routes to A/P to remove the invoice.
Issue Resolved	Completes the invoice out of the buyer work queue and routes to AP. This should be utilized to communicate a different PO # that the invoice should be matched to.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.



Note: Taking any action requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



4. After taking the appropriate action, select “OK”

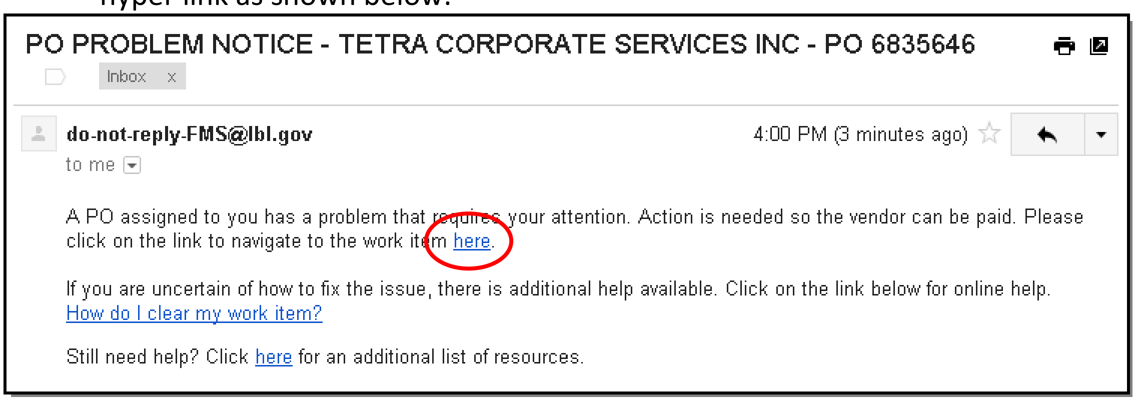


5. You have completed the invoice and are returned back to the invoice notification.

Arra Missing Addendum

Invoices are routed when the Arra Addendum is missing based on the PO requirement.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:

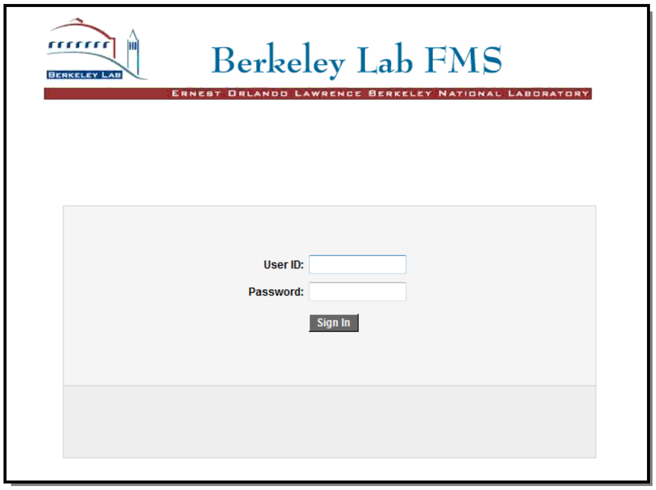


2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

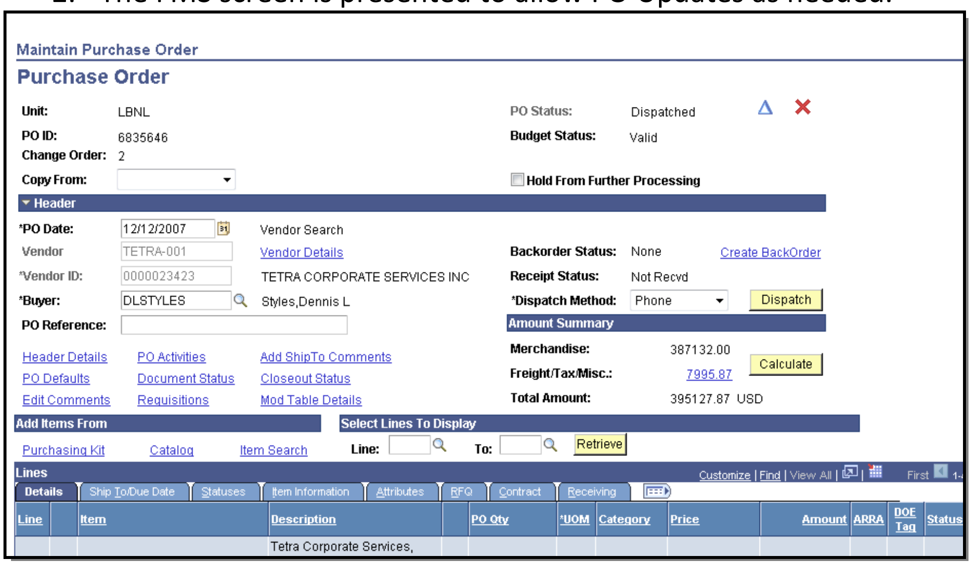
FMS Screen	Workflow Screen
Opens: • The maintain purchase order for potential corrective action.	Allows: • View of the invoice image • Close invoice as inappropriate this routes to the AP Team • The item to remain in researching to gain additional information • Attachments to original invoice

FMS Screen

1. Populate the screen with your LDAP user name and password.
    a. The “Maintain Purchase Order” screen is opened after signing on.



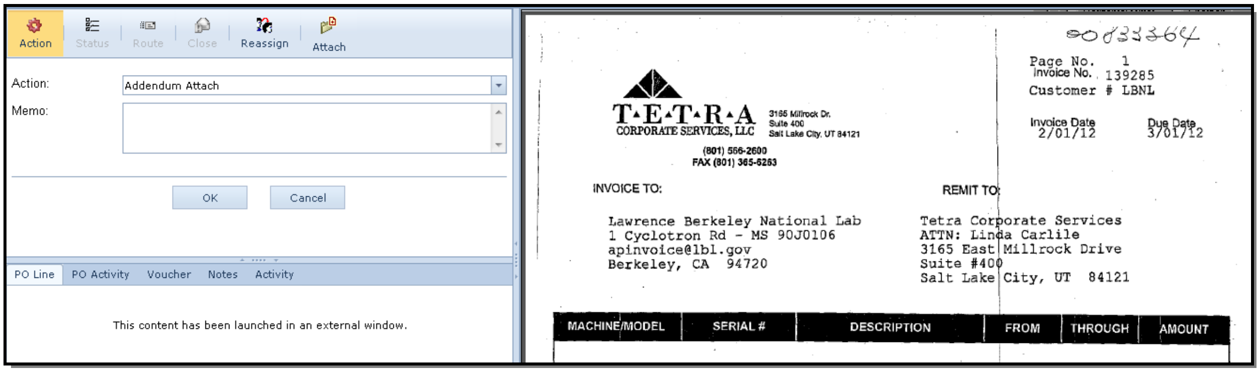
2. The FMS screen is presented to allow PO Updates as needed.



3. After your review:
    a. Take the appropriate action

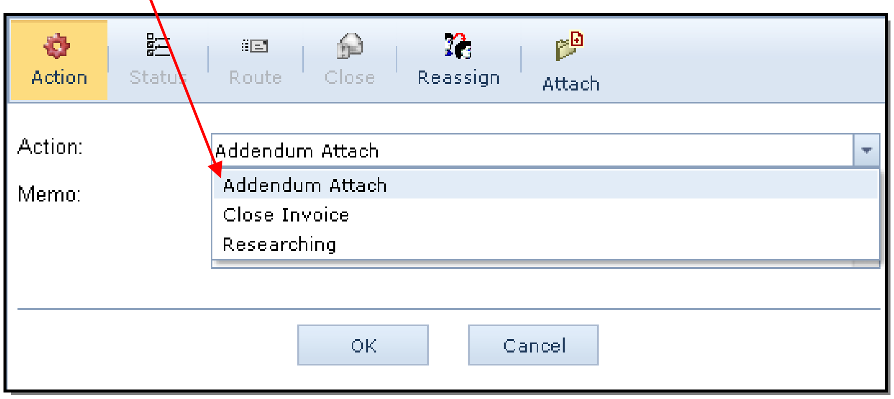
The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

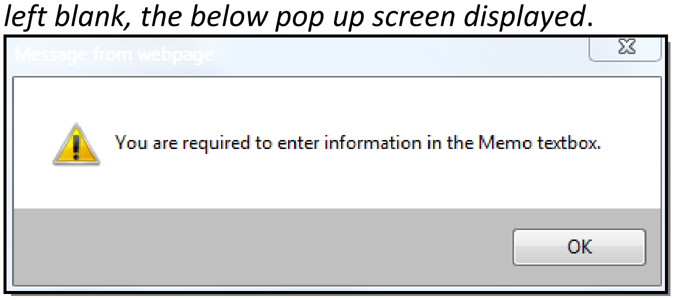


2. The available actions are:

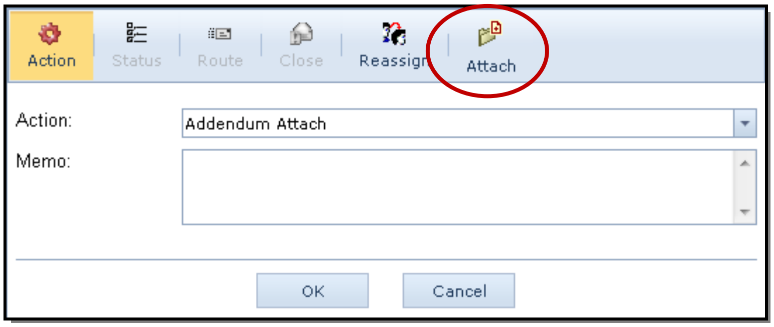
Action	Description
Addendum Attach	Routes to A/P to complete processing of invoice. Note: The addendum needs to be attached to the work item when selecting this action.
Close Invoice	Completes the invoice out of the buyer work queue and routes to AP. This should be utilized to communicate a different PO # that the invoice should be matched to.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.



Note: Taking any action other than Addendum Attach requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



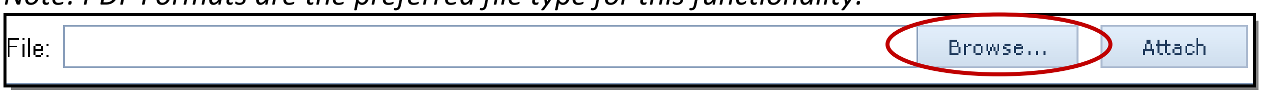
3. Attaching the addendum is available by:
    a. Select "Attach."



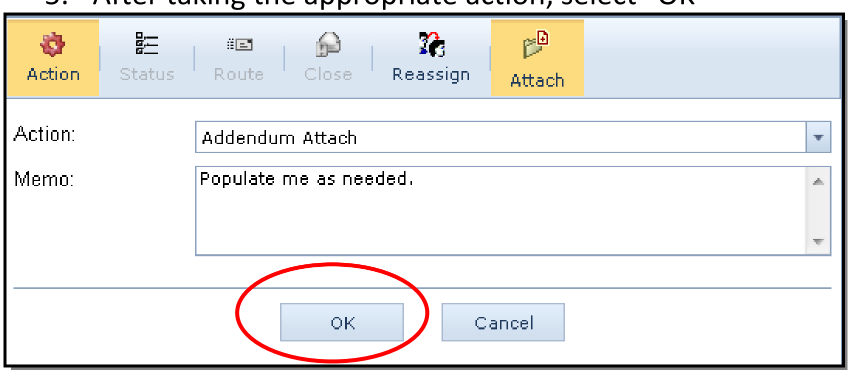
4. A bar above this area will open up.
    a. Select the type of attachment by dropping down the arrow and clicking the selection from the list.

    b. Click on browse to find the file that you choose to attach.

Note: PDF Formats are the preferred file type for this functionality.



5. After taking the appropriate action, select "OK"

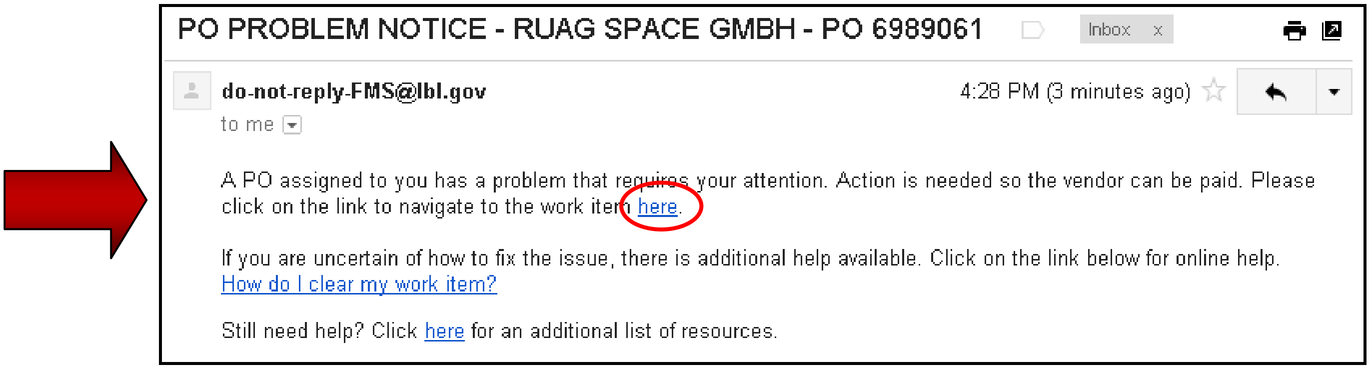


6. You have completed the invoice and are returned back to the invoice notification.

FX (Foreign Exchange Rate)Exceeds the PO Amount

Invoices are routed when the vendor has billed in a foreign currency and the exchange rate exceeds the value of the Purchase Order.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:

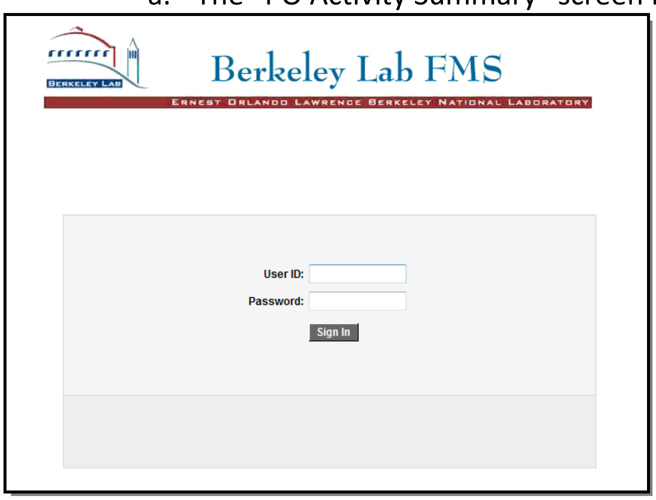


2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

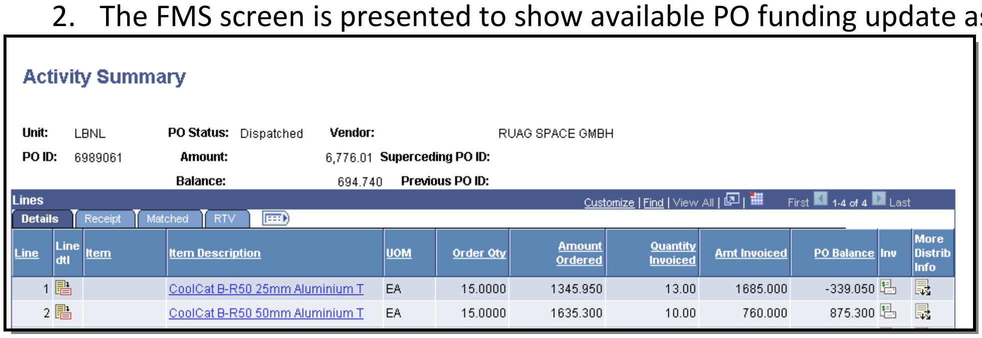
FMS Screen	Workflow Screen
Displays: • PO Activity Summary screen to see the value of the purchase order.	Allows: • View of the invoice image • Close invoice as inappropriate this routes to the AP Team • The item to remain in researching to gain additional information

FMS Screen

1. Populate the screen with your LDAP user name and password.
    a. The "PO Activity Summary" screen is opened after signing on.



2. The FMS screen is presented to show available PO funding update as needed.

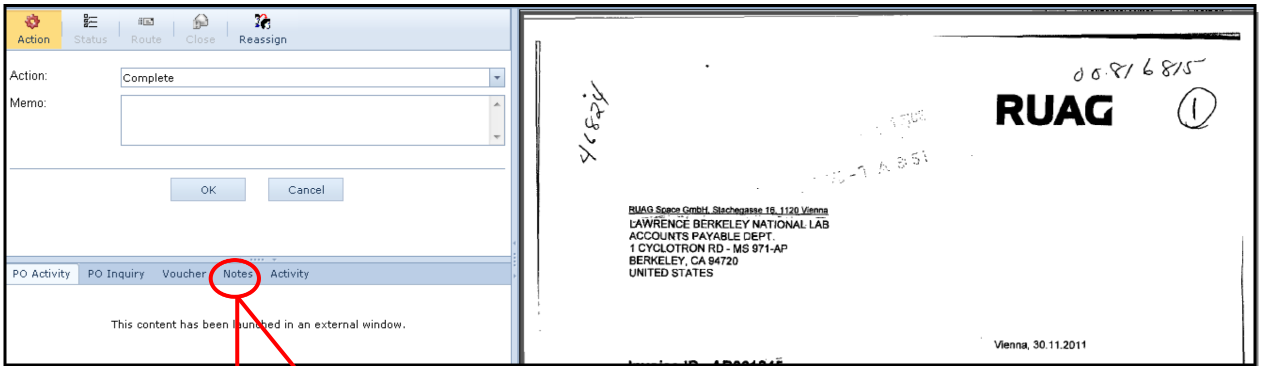


Line	Line dtl	Item	Item Description	UOM	Order Qty	Amount Ordered	Quantity Invoiced	Amt Invoiced	PO Balance	Inv	More Distrib Info
1			CoolCat B-R50 25mm Aluminium T	EA	15.0000	1345.950	13.00	1685.000	-339.050		
2			CoolCat B-R50 50mm Aluminium T	EA	15.0000	1635.300	10.00	760.000	875.300		

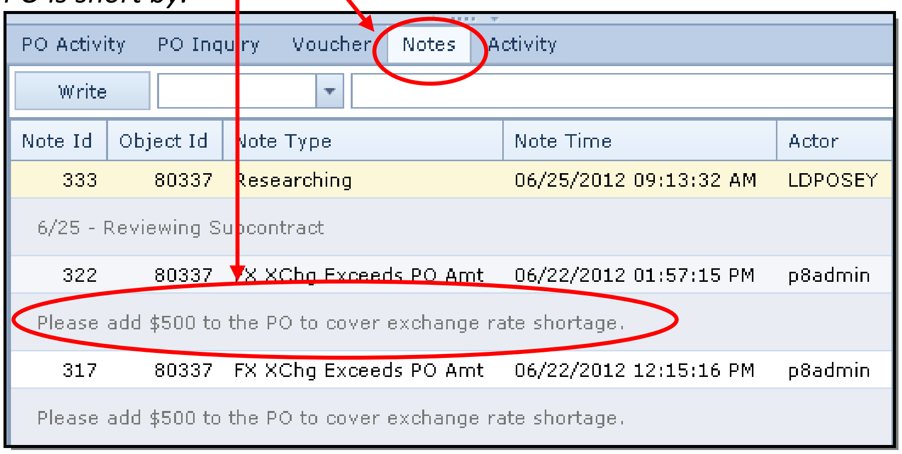
3. After your review:
    a. Take the appropriate action

The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

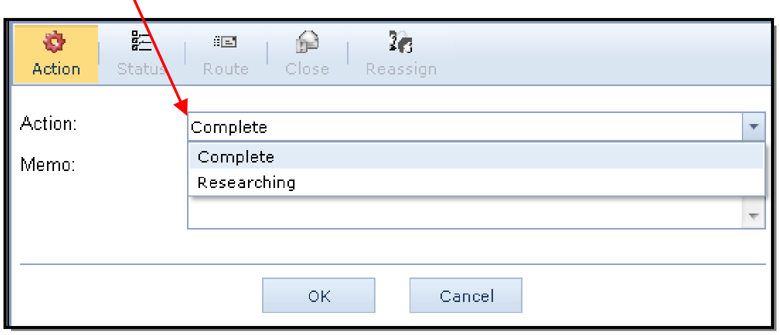


Note: Refer to the notes tab to see the amount of funding that the AP Team has indicated the PO is short by.

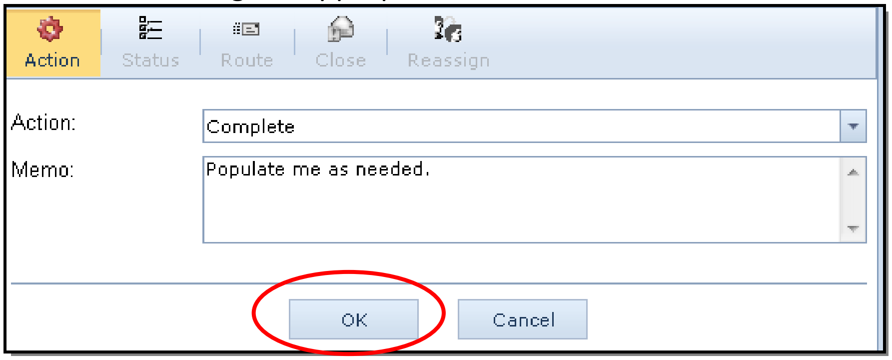


2. The available actions are:

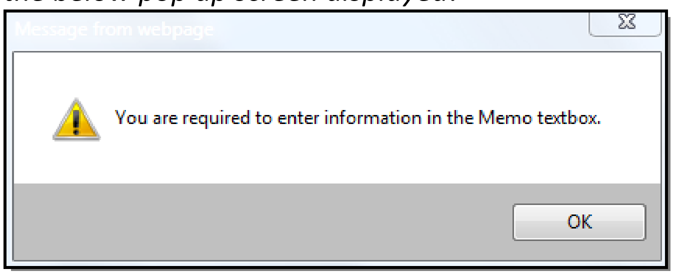
Action	Description
Close Invoice	Completes the invoice out of the buyer work queue and routes to AP. This should be utilized to communicate a different PO # that the invoice should be matched to.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.



3. After taking the appropriate action, select “OK”



Note: Selecting the status of researching requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.

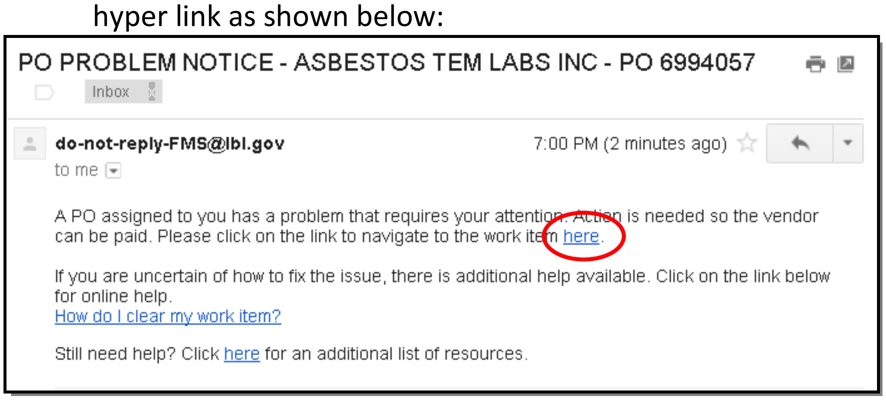


4. You have completed the invoice and are returned back to the invoice notification.

PO is not Dispatched

Invoices are routed when the vendor has billed in and the PO is in any other status than dispatched.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:



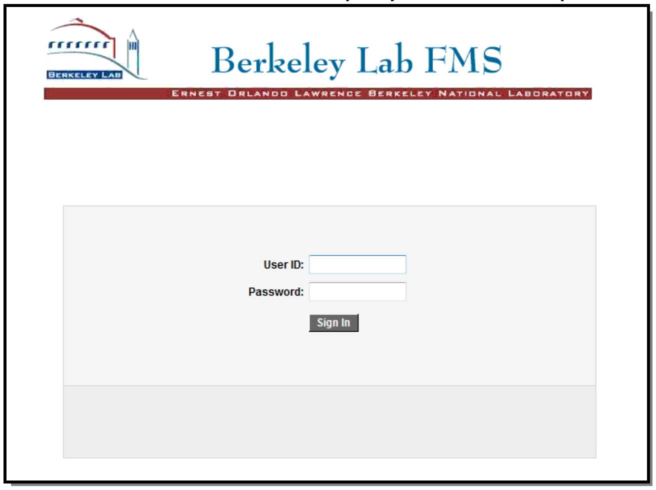
2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	Workflow Screen
Displays: • PO Activity Inquiry screen to	Allows: • View of the invoice image

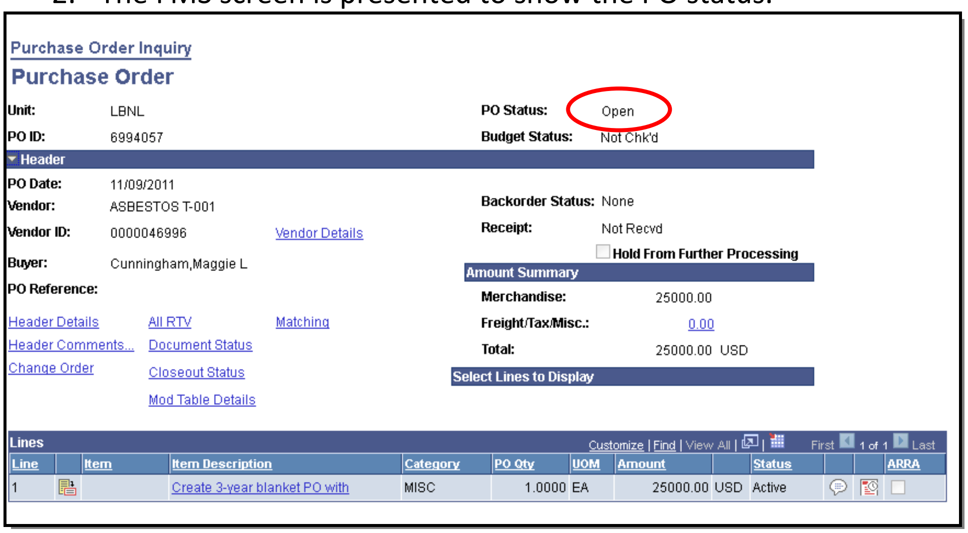
see the status of the purchase order.	• Close invoice as inappropriate this routes to the AP Team • Indicate the PO has been dispatched • The item to remain in researching to gain additional information

FMS Screen

1. Populate the screen with your LDAP user name and password.
    a. The “PO Inquiry” screen is opened after signing on.



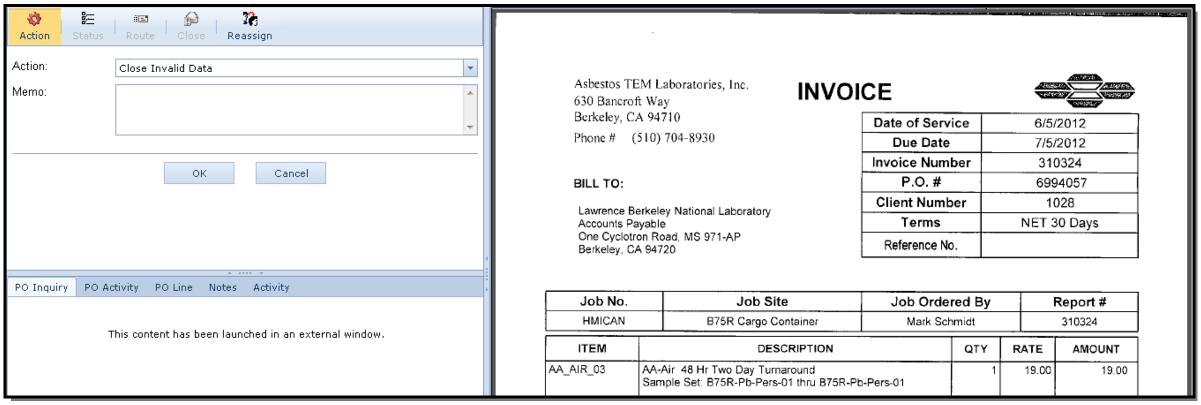
2. The FMS screen is presented to show the PO status.



3. After your review:
    b. Take the appropriate action

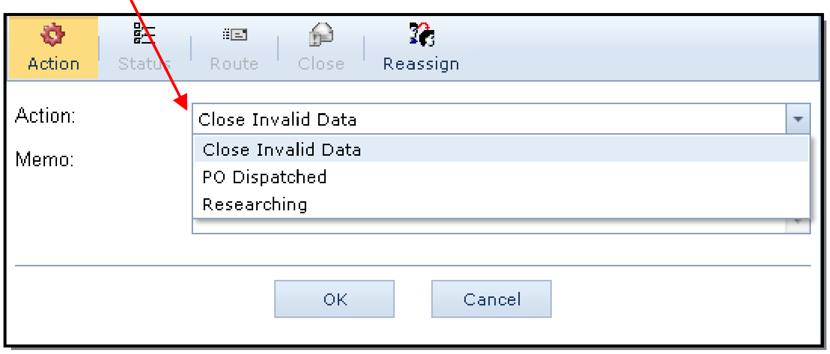
The Workflow Screen

1. The workflow screen is presented for review of the invoice and to take the appropriate action.

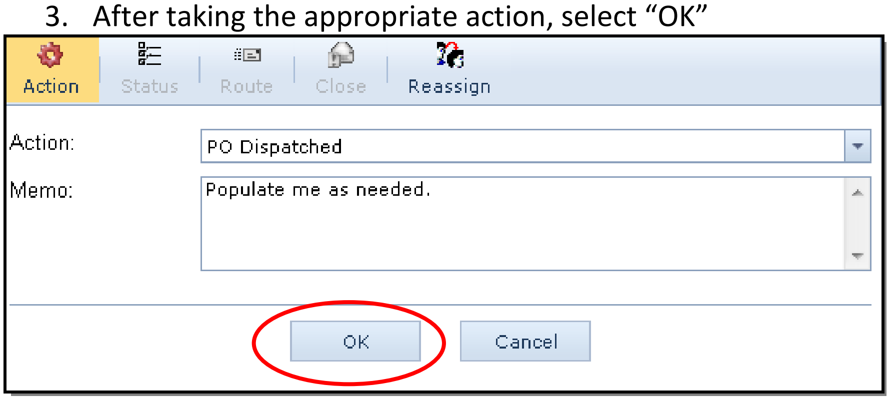


2. The available actions are:

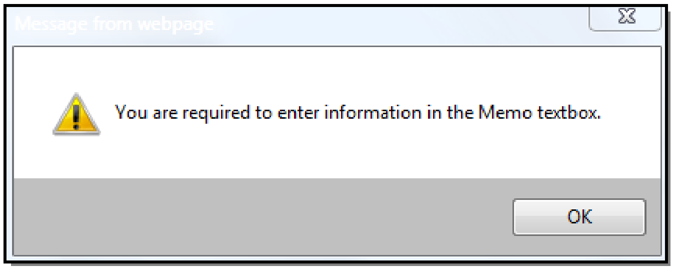
Action	Description
Close Invalid Data	Completes the invoice out of the buyer work queue and routes to AP. This should be utilized to communicate that a vendor should not be billing on this PO. Communicate a new PO # in the memo field or specify next action to AP.
PO Dispatched	Completes the invoice out of the buyer work queue and routes it through the workflow. This should selected **AFTER** the PO has been dispatched.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.



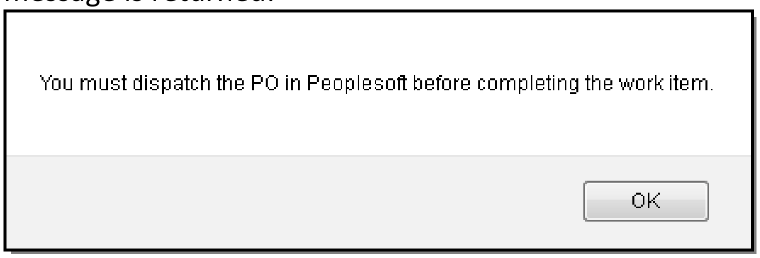
3. After taking the appropriate action, select "OK"



Note: Selecting any action other than PO Dispatched requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



If the PO has not been dispatched and the selection of “PO Dispatched” is selected, this message is returned:

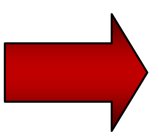


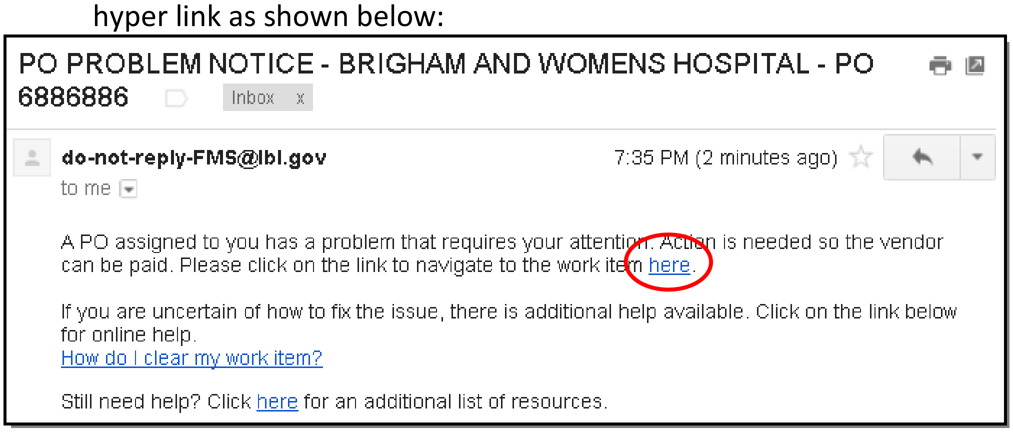
4. You have completed the invoice and are returned back to the invoice notification.

Travel Prohibited

Invoices are routed when the Travel Prohibited flag is set on the PO mod table and travel is found on the invoice. This requires buyer review before proceeding through the work flow process.

1. Upon receiving the initial notification of a PO Issue, open the email and click on the hyper link as shown below:





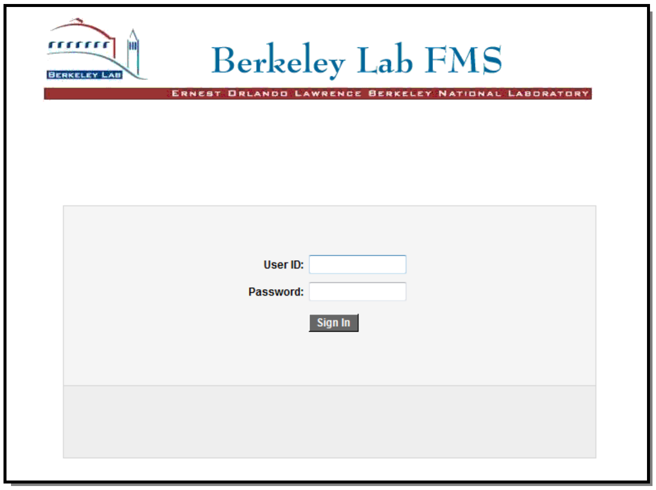
2. The hyperlink will launch two windows, one is the workflow request and the second will pop open the FMS log in screen.

FMS Screen	**Workflow Screen**
Opens: • The maintain purchase order for potential corrective action.	Allows: • View of the invoice image • Mark the invoice as an issue, this routes to the AP Team • The item to remain in researching to gain additional information • Mark the item has travel appropriate

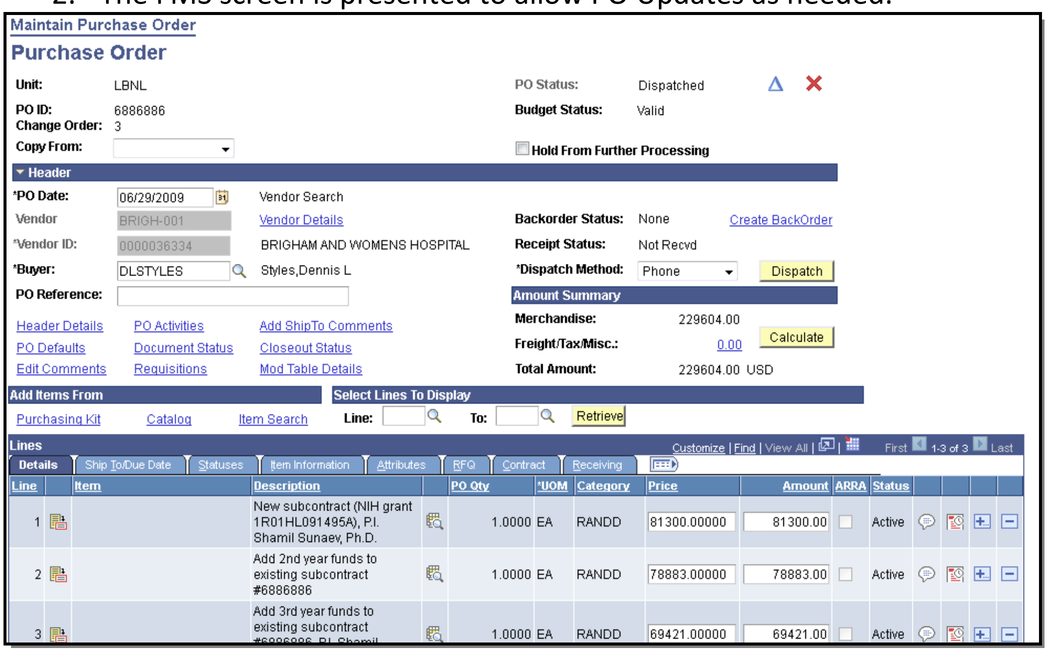
	or inappropriate. • Invoice can be returned to AP to Short Pay.

FMS Screen

1. Populate the screen with your LDAP user name and password.
   a. The “Maintain Purchase Order” screen is opened after signing on.

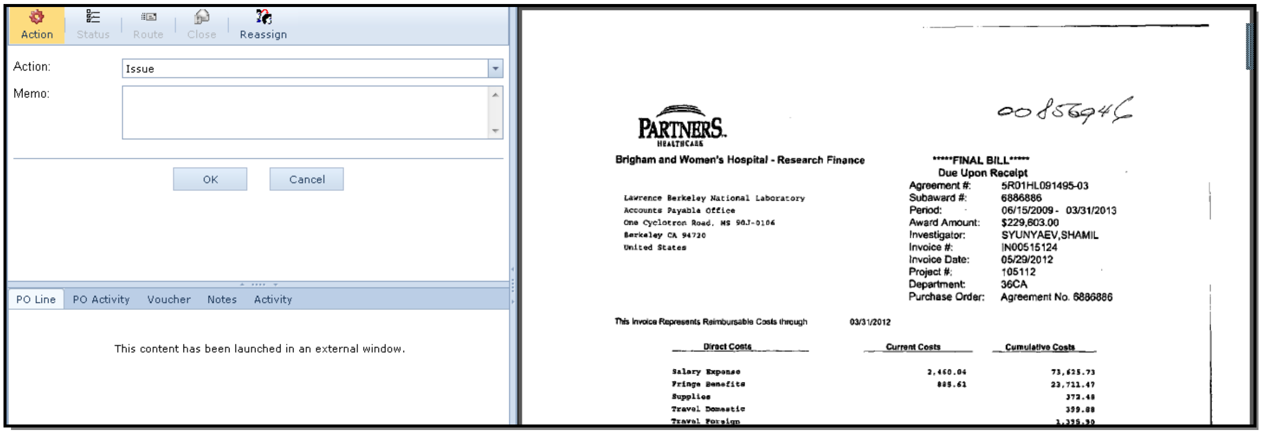


2. The FMS screen is presented to allow PO Updates as needed.



The Workflow Screen

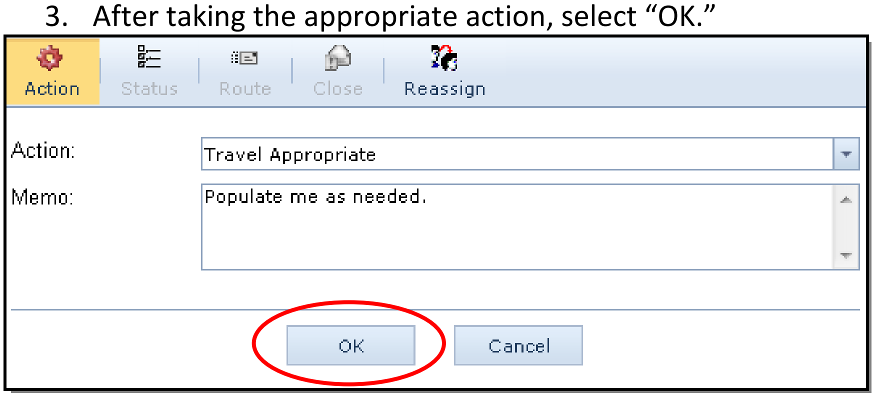
1. The workflow screen is presented for review of the invoice and to take the appropriate action.



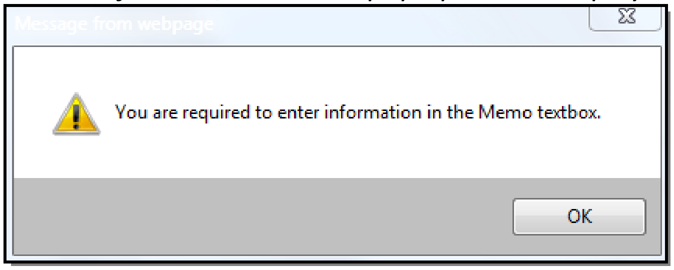
2. The available actions are:

Action	Description
Issue	This returns the item back to the AP team with the memo box populated stating the problem.
Researching	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.
Short Pay	This returns the item back to the AP team to pay an amount less than what was invoiced.
Travel Appropriate	Routes the item out of the buyer queue through to the next work flow action.
Travel Inappropriate	When further investigation is needed before taking action. This action leaves the invoice in the buyers work queue.

3. After taking the appropriate action, select "OK."



Note: Selecting any action other than Travel Appropriate requires text to be populated in the memo section. This area should be used to communicate and is archived with the invoice. If this area is left blank, the below pop up screen displayed.



4. You have completed the invoice and are returned back to the invoice notification.